

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. CONTRACT ID CODE		PAGE OF PAGES 1 11				
2. AMENDMENT/MODIFICATION NO. 001		3. EFFECTIVE DATE See Block 16C		4. REQUISITION/PURCHASE REQ. NO.		5. PROJECT NO. (If applicable)			
6. ISSUED BY HPOD US Environmental Protection Agency Headquarters Procurement Operations Ariel Rios Building 1200 Pennsylvania Avenue, NW Washington DC 20460		CODE HPOD		7. ADMINISTERED BY (If other than Item 6) HPOD US Environmental Protection Agency Headquarters Procurement Operations Ariel Rios Building 1200 Pennsylvania Avenue, NW Washington DC 20460		CODE HPOD			
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code) BOOZ-ALLEN & HAMILTON, INC. Attn: HEATHER TEED 8283 GREENSBORO DRIVE McLean VA 22102				(x)			9A. AMENDMENT OF SOLICITATION NO.		
							9B. DATED (SEE ITEM 11)		
				x			10A. MODIFICATION OF CONTRACT/ORDER NO. EP-W-11-016 0008		
							10B. DATED (SEE ITEM 13) 07/27/2012		
CODE (b)(4)				FACILITY CODE					

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☐ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☐ is not extended.
 Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

See Schedule

13. THIS ITEM ONLY APPLIES TO MODIFICATION OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

CHECK ONE	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).
x	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF: FAR 43.103 (a) (3)
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☒ is required to sign this document and return 1 copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

DUNS Number: (b)(4)

The purpose of this modification is to revise the Statement of Work to clarify task order monitoring and hours of operation. See attached.

TOPO: JUDITH KENDALL

LIST OF CHANGES:

Reason for Modification : Other Administrative Action

Continued ...

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Bradley Austin	
15B. CONTRACTOR/OFFEROR (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA (Signature of Contracting Officer)	16C. DATE SIGNED

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BEING CONTINUED

EP-W-11-016/0008/001

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NAME OF OFFEROR OR CONTRACTOR

BOOZ-ALLEN & HAMILTON, INC.

ITEM NO. (A)	SUPPLIES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	Payment: RTP Finance Center US Environmental Protection Agency RTP-Finance Center Mail Drop D143-02 109 TW Alexander Drive Durham NC 27711 Period of Performance: 07/30/2012 to 01/31/2016				

Statement of Work

1.0 STATEMENT OF OBJECTIVES

1.1 Overview

The United States Environmental Protection Agency (US EPA) has the responsibility to manage and implement programs authorized under the Emergency Planning and Community Right-to-Know Act (EPCRA), the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), the Superfund Amendments Reauthorization Act (SARA) Title III, the Clean Air Act (CAA) Section 112(r), and the Oil Pollution Control Act.

These programs are implemented by the EPA Office of Environmental Information (OEI), Office of Superfund Remediation and Technology Innovation (OSRTI), and the Office of Emergency Management (OEM). As part of their overall program responsibilities, it is incumbent upon these offices to provide regulatory and policy impact information to the public, members of the regulated community, federal, state and local governments, and EPA personnel. This Information Center does not cover RCRA materials.

This task order will support outreach and communications efforts for the TRI, EPCRA, RMP and Oil Information Center. The Contractor will assist in the dissemination, reporting and communication of information about the programs managed and implemented by the EPA Offices listed above to the public, the regulated community, and to federal, state and local governments. Support for the OSRTI program is expected to end within twelve (12) months of the award of this task order.

The scope of work for this task order includes the operation of an Information Center, which shall be the mechanism for receiving inquiries and requests for information, and generating responses on behalf of EPA. Incoming and outgoing information will be managed primarily through an EPA web-based system with backups via telephone, facsimile, and written correspondence. The Contractor will advise EPA on the number and type of information requests received and responded to on a regular basis through formal and informal meetings and various reports.

1.2 Objectives

The performance-based objectives relating to this specific task are as follows:

- 1) Maintain a repository of current information related to EPA regulations, policies and programs;
- 2) Provide information contained in EPA regulations, requirements, proposed regulations, public information materials and other materials;
- 3) Provide updates on the status of regulations and information on public meetings;
- 4) Provide information on the availability of technical publications, guidance documents, regulations and public information materials and process orders for these materials;
- 5) Provide appropriate referrals to EPA regional and/or state programs or redirect callers to more appropriate sources for the requested information;
- 6) Maintain and update the Information Center list server and web site;

- 7) Continuously train their staff (EPA staff may attend for the purposes of education, monitoring and evaluation);
- 8) Prepare and submit reports regarding the operation of the Information Center;
- 9) Develop, maintain, and update the Frequently Asked Questions component located on the EPA internet site for the programs identified in the Section 1.1 above.

1.3 Requirements

The following are requirements of this task order, including tasks (or subtasks) to be performed and deliverables or services to be provided to meet the Task Order's Objectives.

Task 1: Communications and Information Center Support

A. Interface with EPA

1. Annual Meeting. During or immediately after the kick-off meeting, the Contractor shall meet with the EPA TOPO and alternate TOPO as well as relevant program staff to discuss the Information Center's operations to date and plans for during the coming year. This meeting will be initiated by the EPA TOPO and will take place at EPA headquarters in Washington, DC.

2. Monthly Meetings. The Project Manager and EPA TOPO shall meet on a regularly scheduled basis (at least once per month), and with the EPA Program leaders on an as needed basis. The purpose of these meetings will be to: (1) ensure an appropriate information exchange between EPA and the Contractor; (2) raise issues of concern relevant to the operation of the Information Center; and (3) agree to remedies for addressing these issues. Issues requiring immediate attention shall be reported to the EPA TOPO via telephone or email immediately. Monthly meetings can be face-to-face at EPA headquarters or by conference calls.

3. Meetings with EPA and Formal Training. The Contractor may request EPA meetings and training sessions to obtain current technical information, program status and emerging technical issues. No more than twelve (12) such activities may be expected within the task order's existing period of performance.

4. Reporting Requirements and Deliverables. The Contractor shall produce and submit required reports and deliverables as specified. Unless noted otherwise, all reports shall be transmitted electronically.

5. Contract Monitoring. The Government will monitor all operations performed by the Contractor for compliance with the requirements in the task order's SOW. Throughout the performance period, the Contractor shall provide access, upon reasonable notice, to the EPA TOPO and other authorized EPA staff members to observe the Information Center's operations, including the receipt, management, and response to information requests.

B. Personnel

The Contractor shall ensure that all personnel assigned to this task order possess the requisite knowledge, skills, and experience to receive information requests, perform required processing and research functions (including the ability to read and comprehend EPA technical

documents), and provide complete, accurate and concise responses. The Contractor shall ensure their employees have adequate training to carry out all requirements included in this task order. The Contractor will train Information Center staff to respond to information requests on all regulatory programs covered by the Information Center. (Note: EPA staff may also attend any training the Information Center conducts to train staff for the purposes of education, monitoring, and evaluation.)

All personnel working under this task order shall have skill sets and demeanors that are conducive to the work (i.e., customer service focus, professionalism, cooperativeness, a positive attitude, and a willingness to provide assistance). At a minimum, all personnel should have at least one (1) year of professional experience or academic training related to environmental science, policy, law or communications. All personnel shall have a Bachelor of Arts or Bachelor of Science degree.

1. Project Manager Responsibility and Availability. The Project Manager shall be responsible for the day-to-day communications and operations of the Information Center, supervision of staff, quality control and interaction with EPA. The Project Manager, or designee, shall be on-call during business hours for coordination with the EPA TOPO or other designated EPA representative on all Information Center matters.

2. Identification of Contractor Personnel. At the commencement of all interactions with the public, representatives of the regulated community, or federal, state, or local governments, including representatives of EPA, Contractor personnel shall identify themselves as US EPA contractors. This applies to both oral and written communications. It is especially relevant when answering the telephone (a recorded message at the beginning of each Information Center call shall be used for identification purposes), placing follow-up calls to requesters or when placing "research calls" to gather information for a response. Contractor personnel shall wear badges identifying themselves as contractors when interacting with the public or federal staff (e.g. conducting training).

C. Facilities, equipment, equipment installation and maintenance, furniture, supplies and parts

The Contractor shall provide all facilities, equipment, equipment upgrade, equipment installation and maintenance, equipment parts, supplies and furnishings necessary to perform the work under this task order unless otherwise directed by the Government.

D. Hours of Operation

1. Normal Hours of Operation. The Contractor shall operate the Information Center continuously throughout the period of performance. Telephone lines shall be open twenty-four (24) hours a day to communicate routine information via recorded messages. Information Center staff shall personally receive and respond to inquiries and questions via telephone, Monday through Friday, from the hours of 10:00 a.m. to 5:00 p.m. Eastern Standard Time. However, hours may be increased based on call volume surges (e.g., during peak reporting season, May and June, prior to the TRI reporting deadline) or decreased due to a reduction in government funding levels. The Information Center will not be open to receive or answer questions via telephone on the following federal holidays:

New Year's Day

Martin Luther King Jr. Day
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Thanksgiving
Christmas

The Center will be open on Veteran's Day and closed the Friday after Thanksgiving.

The Contractor shall receive inquiries and questions twenty-four (24) hours a day via EPA's Electronic Customer Service Solution (ECSS), currently managed by Parature. The Information Center will respond to electronically received questions and messages via ECSS.

2. After Hours. Outside the normal hours of operation, callers shall receive a recorded message informing them of the Information Center's operating hours and other information specified by the Task Order Project Officer (TOPO).

3. Information Center Shut-Downs. The Information Center shall not be shut down for any reason other than a bona fide emergency, such as a fire or fire alarm in the building, local severe weather conditions, or other local disasters without prior approval from the EPA TOPO, Project Officer, or Contracting Officer.

4. English Language. The primary language spoken and written in the Information Center shall be English; however, the Contractor shall have the capability to receive and respond to inquiries from Spanish-speaking callers.

Task 1 Deliverables:

Deliverable 1: Phone tree

The Contractor will provide a visual representation/diagram of the Information Center's response process by telephone for each of the three (3) EPA offices that will be supported by this task order.

Deliverable 2: Monthly Financial Report

This report shall provide an explanation of the monthly invoice by including expended dollar amounts and labor hours for the reporting period.

Task 2: Database, Website, and List Server Updates and Maintenance

Electronic-Based Services

1. Website Maintenance and Enhancements. The Contractor shall monitor and maintain the Information Center's website on a monthly basis to ensure the information presented is current, accurate, and complete.

- The Contractor shall maintain the pages in compliance with the Agency's guidelines as identified at: <http://www.epa.gov/webguide>

- The Information Center's web site is located at:
<http://www.epa.gov/superfund/contacts/infocenter/index.htm>.
All web site modifications must be approved by the EPA TOPO.

2. List Server Maintenance. On a monthly or as needed basis, the Contractor shall maintain and publish the Information Center List Server, which distributes the Monthly Information Center Report and other "hot topic" messages (e.g., rule promulgations, court decisions) concerning EPA program areas supported by the Information Center.

3. Databases. The Contractor shall work with the EPA TOPO to review and update, on a monthly basis, the Question and Answer databases for all program areas that are currently maintained by the Information Center. Updates to these databases are dependent on factors such as changes to regulations, laws, policy, EPA Web site addresses, availability or location of guidance documents, as well as changes in phone numbers for regional or state contacts.

4. Frequently Asked Questions. The Contractor shall review and update the FAQs data located in ECSS on a quarterly or as-needed basis. The number of updates can be highly variable and dependent on many factors including changing regulations, laws, policy, and EPA Web site addresses. The Contractor shall develop new FAQ sets based on OEI, OEM, and OSRTI questions received through the Information Center. FAQs may also be developed in anticipation of inquiries due to increased awareness of a program or due to releases of new laws, regulations, or guidance. The FAQs shall be written in plain English, even for those discussing more complex regulatory topics or technical subject matter, and composed at an eighth/ninth grade level of understanding. All acronyms shall be spelled out.

The Contractor shall check FAQs previously posted on the FAQ system before new FAQs are developed to ensure that a particular question on a given topic has not been previously answered, and available URLs for existing websites or other documents that contain information related to the question can be cited as part of the answer. In addition to the established FAQs, the Contractor shall research topics that are not already addressed in the current FAQs. These additional FAQs would be drafted, reviewed, and placed into ECSS for use.

The Contractor shall provide the EPA TOPO, Contracting Officer and Project Officer with a draft copy of all newly developed FAQs for review and approval in monthly batches, via an Information Center monthly report. The Contractor shall perform edits requested by the EPA TOPO and return them within two (2) business days of receipt of TOPO's comments. FAQs shall be presented in MS Word format.

Task 2 Deliverables:

Deliverable 1: Monthly Information Center Report

This report shall include commonly asked questions and factual answers prepared by the Contractor. The report shall also include any new publications, Federal Register notices, and settlements and consent decrees issued for the covered program areas during the reported month.

Task 3: Outreach and Information Processing and Dissemination

The Contractor's overall goal shall be to provide guidance in a timely manner to regulated facilities and other members of the public who request information from the Information Center. The Contractor shall in turn advise the appropriate EPA programs by providing feedback and recommendations that will result in improvements to the overall information disseminated to regulated facilities, stakeholders and members of the public who are interested in and affected by the programs.

A. Receiving Information Requests

1. Sources of Requests. The Contractor shall receive process and respond to information requests from the public, members of the regulated community, and officials of local, state and federal governments, including EPA.

2. Types of Requests. The Contractor shall adequately staff and equip the Information Center to receive, process and respond to the following types of requests:

- General Information Requests: the Contractor will respond to regulatory and programmatic questions received via electronic sources (i.e., ECSS) within forty-eight (48) hours of receipt. The Contractor will respond to questions received via telephone in real-time. Some questions may be of a nature that a real-time resolution is not achievable because additional research is required. In these cases, the Contractor will follow the requirements under Task 3, paragraph (B)(2) below.

3. Substance of Requests. General information requests may cover any topic area of the programs which will be supported by this task order. As new regulations or initiatives are promulgated by the Agency, the Contractor will be notified within twenty-four (24) hours so that they can research and prepare responses to information requests in these new areas. It shall be the responsibility of the Contractor to ensure that they can provide, or otherwise obtain answers to all information requests from the public and EPA, on these topics using EPA-approved guidance memos, directives, and other documents maintained by the Contractor.

B. Processing Information Requests

1. The Contractor shall respond to all inquiries and information requests in accordance with the performance requirements outlined in the Government Quality Assurance Plan. The Contractor shall employ the best available/state-of-the-art telephone and/or electronic technology to ensure efficient and effective operation of the Information Center. The Contractor shall respond, or otherwise provide answers to all information requests using EPA-approved materials. The number of inquiries fluctuate monthly for each EPA program office, but, based on historical data, it is estimated that there will be between 6,000 and 9,000 calls and e-mail requests annually.

NOTE: All responses shall contain EPA approved information. At no time shall Contractor staff respond with opinions or interpretations, whether they are the personal opinions of the Contractor or their staff members, the opinions of the Contractor as a corporate entity, or the personal opinions of Government officials or representatives who have assisted in providing the response. Contractor staff shall be especially alert to insure that opinions concerning EPA policy and policy interpretations of regulations are not a part of any response to persons seeking assistance. Questions in this regard should be addressed to the EPA TOPO.

C. Responding to Information Requests

1. The Contractor shall provide accurate, complete, courteous and expeditious responses to inquiries and information requests via:

- automated telephone response
- telephone response
- electronic correspondence (i.e., e-mail)

The Contractor shall re-direct and refer requests for information which are not within the scope of this contract, to appropriate EPA staff members or organizations that may be able to provide answers to questions or otherwise offer assistance.

The Contractor shall develop all responses from EPA-approved sources of information, utilizing technology that facilitates the development of concise, accurate responses in the most efficient manner. The majority of the approved sources shall be kept on hand in the Information Center reference library. The Contractor shall anticipate and perform the required research to prepare responses.

Any information request, especially one involving legal, policy interpretation, and/or a highly technical response, that cannot be answered readily from EPA published and approved materials in the information reference library shall be referred to the appropriate EPA personnel to obtain a response.

Task 3 Deliverables:

Deliverable 1: Monthly Progress Report

This report shall include statistical summaries on all Information Center contacts including telephone calls, telephone system message hits and E-mail messages.

- Telephone calls on all lines should be tracked for each EPA program (EPCRA, Oil, RMP, Superfund and TRI), and statistical data provided including the number of calls answered, average wait time for all calls, number of abandoned calls, average abandon time, average talk time, and percentage of calls answered within two minutes.
- Phone tree message hits should be reported monthly according to EPA Program Office and subject area.
- Number of "Questions by Topic" should be reported each month, broken out into each program area.

Deliverable 2: Monthly Outstanding Call Backs and Questions Report

This report should list by program area all outstanding questions that have been referred to EPA by the Contractor for response. All questions and call backs listed should include the month and year of the report in which they were first issued.

Task 4: Collection, Organization and Maintenance of Reference Materials

1. Reference Library. The Contractor shall update existing or develop, collect and maintain at the Information Center, all reference library materials needed to meet the requirements of the task order, in readily accessible form. Reference materials shall include Government-provided and Contractor developed/collected information under this task order. The Information Center's Reference Library houses thousands of guidance documents including Federal Registers going back to the late 1980s, policy memos, OSWER Directives, guidance documents, Information Center created Specialty Area Files (SAFs), training materials, and Monthly Reports. At a minimum, the Contractor shall maintain the following materials:

- Code of Federal Regulations
- The Preamble and Regulatory sections of relevant EPA policy
- Specialty Area Files (comprehensive topic-specific resources)
- Technical Guidance Documents
- Monthly Information Center Reports
- Directory Listing of Subject Matter Points of Contact
- Training Materials

2. Government Ownership of and Access to Materials. All reference materials, whether provided to the Contractor by the Government or developed/collected by the Contractor during the task order's period of performance, are the Government's property and shall be maintained and updated to ensure accuracy and completeness throughout the period of performance. The Government shall have unrestricted access to all materials in the reference library during Information Center's normal hours of operation. Upon conclusion of the task order, the Contractor shall ensure orderly transfer of current and complete reference materials to any successor Contractor, or as otherwise directed by the Government.

Optional Task # 1: Ad-Hoc Advisory Support

On an as-needed basis, the Contractor may be required to provide additional program advisory services in the following areas:

- Perform studies, analysis and program support pertaining to the specific regulatory areas covered by the information center;
- Provide outreach activities at meetings;
- Provide analysis and trend reporting of statistics that pertain to inquiries from the regulated community;
- Conduct technical reviews of guidance documents developed under the regulatory areas within the responsibility of the Information Center; and
- Provide translation services for EPA-produced documents and web site.

1.4 Other Proposal Information

This section provides additional information on the requirements, period of performance, and level of effort for this proposed task order.

1.4.1 On-site Contractor Support

☐ Yes ☒ No. The task order requires on-site contractor support.

1.4.2 Government Furnished Space or Property (GFP)

☐ Yes ☒ No. The task order involves the provision of government space.

Describe the government location where the support work shall be provided.
Describe office facilities (e.g., cubicle) to be provided at the government site.

☐ Yes ☒ No. The task order involves the provision of GFP.

1.4.3 Additional Progress or Financial Reporting

☐ Yes ☒ No. The task order requires additional progress or financial reporting.

Note: The ITS-BISS contract requires that contractors provide a monthly progress report to the TOPO. Monthly reports describe progress on TO activities and funds spent. The CO can provide more information about content and format of the monthly contractor progress report if necessary.